

TITLE: Police Records Manager

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DEPARTMENT: PoliceREPORTS TO: Police Services Division ManagerSUPERVISES: Police Records Specialists II's and other subordinatesDEFINITION:

Plans, organizes, and manages the 24 hour 7 day per week operations of the Police Records section including responsibility for the operation of multi-agency Police Records computer systems and other technology and computer databases utilized by the section. Develops policies and procedures to ensure compliance with local, state and federal laws related to police records. Manages and coordinates activities of subordinate supervisors across three shifts. Works with other criminal justice agencies to coordinate regional data sharing.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Supervises and coordinates activities of staff; plans and organizes workloads and staff assignments. Conducts performance evaluations and initiates and implements disciplinary actions as warranted. Resolves grievances and other personnel matters. Provides training, coaching and motivation to subordinate supervisors on supervisory practices and personal performance.

Develops the overall work program and prepares the section budget based on staffing and resource requirements, cost estimates, and objectives and goals. Monitors and documents expenditures assuring compliance with approved budget.

Acts as Police Department Custodian of Records. Interprets public records law and determines disclosure and non-disclosure of highly sensitive documents. Directs, plans and monitors records collection, storage, preservation, retrieval and management for the Police Department ensuring City, State and Federal requirements are met. Manages the retention schedule for case files and related documents.

Develops programs to improve services, reviews alternative methods of delivering services and evaluates the costs associated with the alternatives. Develops long term and short term program goals and implements plans to meet goals.

Recommends and implements policies, procedures, and performance standards coordinating with subordinate supervisors, police officers, other City departments and outside vendors to assure efficient and effective police records activities.

Coordinates services with other criminal justice agencies for the purpose of regional data and procedures sharing. Represents the police records section at City meetings and with other agencies.

Plans, organizes and manages police records computer system development, implementation, maintenance and operation. Identifies required modifications to system to solve problems or

enhance operations; installs upgrades to current systems; monitors the status, performance and quality of on-going and in-progress systems and services.

Oversees the design of the Gresham Records Management System by analyzing, testing, implementing and documenting the existing and upgraded system. Researches and evaluates new technology.

Ensures proper utilization and access of multiple police records information systems including Portland Police Data System (PPDS), Law Enforcement Data System (LEDS), National Crime Information Bureau (NCIB), Computer Aided dispatch/Bureau of Emergency Communications (CAD/BOEC), District Attorney Case Tracking System (DACTS) and two City of Gresham databases.

Provides technical assistance to department members regarding computer systems; investigates and responds to complaints on system deficiencies; coordinates the installation, maintenance and repair of software. Conducts in-service training for the state and national computer systems.

Acts as System Administrator for the Gresham Records Management System by setting policy on data entry and reporting procedures to the State's law enforcement data system.

Identifies requirements for operation of the two-way radio communication system, assuring equipment is operating properly.

Coordinates the resolution of inquiries, complaints, problems, or emergencies affecting the availability or quality of services. Responds to sensitive or complex inquiries or service complaints.

#### OTHER JOB FUNCTIONS

Performs other related duties as assigned.

#### WORKING CONDITIONS:

Duties are performed in an office environment while sitting at a desk or computer terminal. Employees risk physical hazard from angry citizens and prisoners during transport. May be required to lift equipment and office supplies ranging in weight up to 40 lbs.

#### QUALIFICATIONS:

##### Knowledge of:

- Computerized records management practices and procedures.
- Computer hardware, software, and operating platforms.
- Fiscal management including budget preparation, expenditure control and record keeping.
- Oregon administrative rules regarding archiving and Uniform crime reporting requirements.
- Supervisory principles, practices and methods.
- Laws, rules, and regulations applicable to assigned operations.

- Modern office practices, procedures, and equipment.
- Department procedures, policies, and terminology of law enforcement operations.
- Telecommunication equipment/systems; telephone, radio, pagers, CAD protocols.

Ability to:

- Plan, organize and oversee assigned work programs and personnel, including monitoring work schedules and evaluating the work of subordinates.
- Manage a budget and track expenditures.
- Develop goals and objectives for assigned operations.
- Analyze and evaluate operations and develop and implement corrective action to resolve problems.
- Evaluate and implement new technology related to area of operation.
- Interpret and apply applicable federal, state and city codes and statutory regulations to police records operations.
- Communicate effectively, both orally and in writing.
- Establish effective working relationships with the general public, City employees and other regional agencies.
- Perform duties under strict timelines and stressful conditions.
- Work evenings, weekends, and holidays, including being on-call.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Associate degree in Records Management or related field and five years of progressively responsible records management experience, including two years in police records.

Licenses, Certificates, and Other Requirements

Valid driver's license.

Oregon Law Enforcement Data System (LEDS) certification.